REMARKS

Claim 1 is rejected under Section 102(e) based on Pinard. However, nothing in Pinard automatically enables a remote connection to a web page on which you need help. Instead, Pinard is merely a manual system in which operators are utilized to provide help.

While you can contact those operators through a web page, there is nothing discussed in Pinard that involves automatically providing information to remotely access the web page. In fact, there is no way that the human operators could ever automatically access the web page that is an issue. In other words, while, certainly, the operators can access any web page, there is nothing which enables automatic providing information to remotely access the subject web page.

For example, in the Abstract, it is explained that there are a plurality of computers operated by support specialists who are in communication with a web server to allow support specialists to communicate with remote users. The material in column 3 does not seem to be informing and the material in column 4 talks about an expert system that can be queried to find solutions to common problems. But none of this material talks about automatically enabling remote connection.
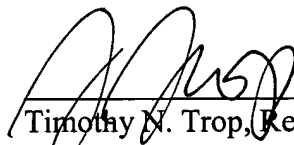
Therefore, reconsideration of the rejection of claim 1, its dependent claims, and claims 11-25 is respectfully requested.

Claim 26 also calls for using information about a web page accessed by a processor-based system to simultaneously access the same web page. There is no simultaneous access in the cited reference.

Therefore, reconsideration of the rejection of claim 25, its dependent claims, and claims 28-30 is respectfully requested.

Respectfully submitted,

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Timothy N. Trop, Reg. No. 28,994
TROP, PRUNER & HU, P.C.
8554 Katy Freeway, Ste. 100
Houston, TX 77024
713/468-8880 [Phone]
713/468-8883 [Fax]

Attorneys for Intel Corporation